

PROGRAM DESCRIPTIONS

Adult and Family Services		
SERVICE	DESCRIPTION	TELEPHONE NUMBER
Families First (formerly AFDC)	Tennessee's welfare reform program. A temporary cash assistance program that emphasizes work, training, education, and personal responsibility. A variety of other support services are available to help customers make the transition to self-sufficiency.	1-866-311-4287 Family Assistance Service Center or contact your local DHS Office
Food Stamp Program	Nutrition assistance program provides a safety net for elderly, disabled, families with children, or other low income households to help maximize food dollars for purchasing food and seeds to grow food.	1-866-311-4287 Family Assistance Service Center or (615) 743-2000
Electronic Benefit Transfer (EBT)	Replaced food stamp coupons and Families First checks with a Benefit Security Card that customers can use to electronically access benefits at point of sale or automated bank teller machines.	1-888-997-9444 EBT Customer Service 1-866-311-4287 Family Assistance Service Center (615) 837-8490 Retailer Information
TennCare Medicaid & TennCare Standard	Tennessee's medical assistance programs, which provide health care for low-income individuals and families who otherwise could not afford it.	Contact your local DHS Office or the Family Assistance Service Center at 1-866-311-4287 for eligibility questions
Child Care Resource & Referral Service	Personalized and detailed information to parents searching for child care.	Phone Numbers (pdf)
Child Care Assistance	For Families First recipients and low-income families. Assistance available for purchasing child care while the parents are enrolled in Families First job-related training programs, job search or seeking employment.	Contact you local DHS Office
Licensing	To establish a licensed child care agency or adult day care agency.	Contact your local DHS Office
	To report a complaint against a child care agency or adult day care agency.	1-800-462-8261 (Complaint Hotline)
Tennessee Child Care Facilities Corporation	This corporation is a quasi-state, nonprofit financial agency designed to assist in the enhancement, expansion, and creation of child care facilities through loan guarantees, direct loans, and corporate/community partnership grants.	1-888-413-CCFC or 1-888-413-2232
Summer Food Service Program	Provides payments to eligible agencies for serving meals to low income children	(615) 313-4749
Child and Adult Care Food Program	Provides payments to child and adult care centers and child care homes for serving meals to participants who meet age and income requirements.	(615) 313-4749
Adult Protective Services	Services for adults, 18 years of age or older who are abused, neglected, or financially exploited and unable to protect themselves due to mental or physical disabilities or advanced age.	1-888-APS-TENN or 1-888-277-8366
Family Homes for Adults	A foster care service for adults who are frail or disabled and are victims of abuse or neglect.	Contact your local DHS Office (Adult Protective Services Supervisor or Counselor)

Community Service Contract Programs	Community-based contracts with local governments and non-profit organizations that provide a wide range of support services to low income individuals and families (includes home energy assistance, weatherization, homemaker, adult day care, emergency assistance, nutrition programs, employment activities, and income management services.)	(615) 313-4759 or Contact your local DHS Office
--	---	---

Child Support Services		
<u>SERVICE</u>	<u>DESCRIPTION</u>	<u>TELEPHONE NUMBER</u>
Child Support	Services to help families locate absent parents, obtain child support, enforce child support orders, or establish paternity.	1-800-838-6911 Child Support Hotline or (615) 253-4394 (Nashville area)

Rehabilitation Services		
<u>SERVICE</u>	<u>DESCRIPTION</u>	<u>TELEPHONE NUMBER</u>
Vocational Rehabilitation	Provides assistance to Tennesseans with disabilities to promote employment. Services may include medical, psychological or vocational assessments, training, medical services, job development and job placement.	Contact your local DHS Office or Vocational Rehabilitation Office
Services for the Blind & Visually Impaired	Provides rehabilitation services to the blind or visually impaired to promote employment, independent living, and adjustment to blindness. This program also provides some emergency medical treatment to prevent blindness to those who can not afford such treatment.	Contact your local DHS Office or Vocational Rehabilitation Office , or call: 1-800-628-7818 (Statewide)
Tennessee Council for the Deaf and Hard of Hearing	Coordinates communication, information, and advocacy services for deaf Tennesseans through regional Community Service Centers for the deaf.	(615) 313-4918 Voice/TTY 1-800-270-1349 (Statewide)
Tennessee Rehabilitation Center at Smyrna	The only state-operated residential vocational rehabilitation training facility, which offers vocational evaluation, training, Independent Living Skills Training, job development and job placement.	(615) 459-6811
Community Tennessee Rehabilitation Center	Network of 18 facilities throughout the state that provides vocational evaluation, work adjustment and job placement in local communities. Services provide an essential role in preparing and placing disabled Tennesseans into the labor market.	Contact your local DHS Office or call: 615-459-6811
Disability Determination Services (DDS)	Make disability determinations for the Social Security Administration for Tennesseans applying for Disability Insurance Benefits (DIB) and Supplemental Security Benefits (SSI) through the Social Security Program.	(615) 743-7300 or 1-800-342-1117
Tennessee Technology Access Project (TTAP)	To promote awareness about and access to assistive technology devices and services in order to increase independence of individuals with disabilities.	(615) 532-3122 or 1-800-732-5059 1-800-270-1349 (TTY)